

**A**Administrative  
**S**ervices  
**L**etter

**05-02**  
**Bilingual Services Policy**



**Equal Employment  
Opportunity ASLs**

Signed By	/s/ Marie LaVergne, Chief Administrative Services Division	Number	05-02
Distribution	All Employees	Date Issued	January 25, 2005
Subject	Bilingual Services Policy	Expires	When Canceled
Guide Section	Equal Employment Opportunity	Reference	Government Code Sections 7290-7299.8

The Air Resources Board (ARB), in compliance with the Dymally-Alatorre Bilingual Services act, Government Code Section 7290-7299.8, is required to provide bilingual services to meet the communication needs of its Limited English Proficient (LEP) speaking public. ARB recognizes the language diversity of its customers and, as such, endeavors to have a Bilingual Services Program that can respond to their language assistance needs. It is not only our legal obligation to communicate effectively with our stakeholders, but also, it is another measure of our ability to provide good customer service.

ARB is committed to providing excellent service to all of its stakeholders/clients by ensuring that they are properly informed of services, laws, rules, processes and procedures affecting ARB's mission. ARB recognizes the role of effective written and verbal communication in achieving this commitment. ARB acknowledges the diversity of its stakeholders and the communication issues resulting from that diversity, such as the challenges language differences can bring to service-related transactions. ARB is sensitive and responsive to the language or communications needs of members of the public accessing our programs and by providing translated documents and other forms of interpretation or communication assistance as appropriate.

ARB will demonstrate its commitment to effective customer communications by implementing a resolution process and designating contact persons for responding to customer concerns regarding access or provision of services affected by language assistance. In addition it will be ARB policy to review document translation needs when the contact rate for a language constitutes five percent of our customer base.